

# Principal electric vehicle (EV) issues raised by consumers in Q3 2024



\*The figures marked in (brackets) denote the percentage of overall EV issues reported to The Motor Ombudsman by consumers in each category in Q3 2024  
\*\*Please note the list of issues reported on this graphic is not exhaustive

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## Customer service & purchase issues (43%)



- Not being informed of costs to unlock additional software functionalities
- Being misinformed about vehicle specifications at the point of purchase
- Missing second keys at handover
- Faulty vehicles at handover after payment has been made by customers
- Erroneous V5C logbook documentation
- Actual mileages differing to point of sale paperwork
- Damage to customer vehicles whilst being repaired
- Repeat repairs not correcting faults
- Lack of spare parts to undertake repairs to vehicles
- No loan cars being made available following a pre-booking
- Being charged incorrectly for damage to courtesy cars

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## Chassis & motor issues (15%)



- Uneven tyre wear due to misaligned wheels
- Premature tyre wear
- Faulty brake pad shims scoring brake discs
- Squeaking brakes at low speeds
- Grinding and cracked brake discs
- Rattling rear axles
- Front suspension strut and mount bearing faults
- Electric traction motor faults

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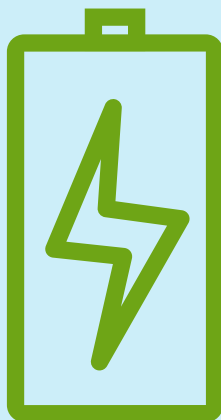
## Electrical & software issues (11%)



- Central locking systems preventing vehicle access
- Electrical malfunctions preventing cars from starting
- Faulty parking sensors
- Faulty electric traction systems
- Software updates not correcting reported faults
- Software downloads causing system failures
- Software downloads causing the erroneous activation of emergency braking systems
- Gearbox controller faults

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## Charging issues (9%)



- Vehicles not charging at DC fast chargers (150kW or higher)
- Integrated Charging Control Unit failures
- Vehicle incompatibility with home chargers
- Interrupted charging when unlocking vehicles
- Broken charging ports
- Water ingress in charging ports

5

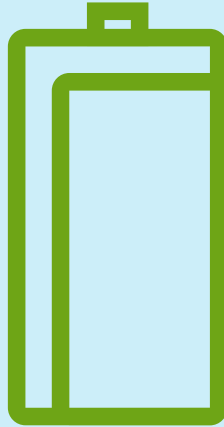
## Interior & cabin system issues (8%)



- Cracking faux leather seat coverings
- Head-up display failures
- Hooter failures due to water damage
- Heated steering wheels randomly activating
- In-car mobile data sim cards not working
- Intermittent internet connectivity
- Freezing and blank infotainment screens
- Radios turning off when braking
- Air conditioning systems blowing hot air

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## Battery issues (7%)



- Battery cell faults
- Auxiliary battery problems
- Traction battery failures
- 12V battery failures

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## Exterior issues (5%)



- Severe paint peeling and blistering
- Body panels being of different paint shades
- Marks from the application of ceramic coating
- Windows falling into the bottom of doors
- Headlights turning yellow
- Boot mechanism failures whilst driving
- Detaching sunroofs whilst driving
- Rattling doors when vehicles are in motion

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## Range issues (2%)



- Range falling below advertised figures for a full charge

Volume of EV complaints submitted by consumers in Q3 2024

511

(287 in Q3 2023)

Average consumer claim value relating to a complaint with an EV in Q3 2024

£9,474

(£9,026 in Q3 2023)